



WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT

Division of Economic Support
Bureau of Welfare Initiatives

**TO: Economic Support Supervisors
Economic Support Lead Workers
Training Staff
FSET Administrative and Provider Agencies
Child Care Coordinators
W-2 Agencies**

BWSP OPERATIONS MEMO

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PRIORITY: Medium

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Policy Analysis and Program Implementation Section**

SUBJECT: CARES SECURITY AND ACCESS TO THE STATE ONLINE QUERY (SOLQ)

CROSS REFERENCE: BWSP Operations Memo 99-75

EFFECTIVE DATE: NA

PURPOSE

This memo provides additional information and instructions for implementation of the Social Security Administration's State Online Query (SOLQ) in CARES.

BACKGROUND

As explained in BWSP Operations Memo 99-75, the Social Security Administration (SSA) has made access available to their on-line system for Social Security Number (SSN) verification and verification of Social Security and Supplemental Security Income (SSI) benefit amounts. Before SSA granted access to their data, the State of Wisconsin agreed to these SSA requirements:

1. Data Exchange Agreements with local agencies must be amended to include a reference to the confidentiality of SSA data.
2. Access to the "celebrity" (see Operations Memo 99-75) query transaction (DXTQ) in CARES must be limited to supervisors only.

A few agencies currently designate front line workers in CARES as supervisors even though these individuals are not supervisors or backup supervisors in their respective agencies. The purpose for this practice is to allow front line staff to approve their own overrides and supplemental benefits in CARES. With SOLQ, it is now necessary to correctly identify supervisors and backup supervisors and assign them the correct CARES ACF2 profile code and security level on SMUM in CARES. This must be done before implementation of the SOLQ can proceed in your agency.

A new security level (35) will be programmed into CARES. It will be for local agency front line staff enabling them to retain the ability to approve case overrides and supplemental benefits without having a supervisor security level assigned on SMUM. This will permit you to give front line staff the ability to

approve their own overrides and supplemental benefits without designating them as “supervisors” in CARES.

Local agencies that don’t want front line staff approving overrides and supplemental benefits should request security level 25 for those individuals.

In the interim, access to the SOLQ transactions will be controlled by the ACF2 security software on the mainframe. Control of access to the SOLQ transactions will be controlled by security levels designated on SMUM once the new security level 35 is in production in CARES.

PROCESS

DES Security will produce listings by local agency of staff who have CARES access. The listings will be sent to local agency security officers. Local agency security officers are expected to work with local agency supervisors and DES Security to properly and **correctly** identify supervisory and non supervisory staff. When staff have been correctly identified, access will be granted, on an agency-by-agency basis, to the SOLQ transactions. Staff identified as supervisors will have access to transaction DXTQ along with the other SOLQ transactions. Staff identified as non-supervisors will not have access to the DXTQ transaction.

The lists will be produced and mailed along with a cover letter and additional instructions. This process is expected to take place by the end of November or early December.

CONTACT

Direct questions about this memo to Tom Meier, DES Security at 608-266-7936.